

# REGISTRATION ALERT

Volume 4, Issue 3

March 2003

## For those who do Registration

### *Salutations and Commendations!*

A big tip of the hat goes to the following registrars who have maintained a consistently high accuracy rate for the previous month! Be sure to give these fellow employees a round of applause, especially if they work in your area!

Carla Elmore, UPMG  
Terri Fluckey, Medicine Clinic  
Pat Standridge, Medicine Clinic  
ER Admissions  
Central Admissions  
Vivian Bonds, MONC

We also want to recognize those who have made tremendous improvement in the past month. Great job! Keep up the good work!

Dewinda Carter, Orthopedics  
Judith Doty, Jones Eye

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## EPF Tip...

When you visit notify/arrive a patient, remember to check EPF to see if there is a current copy of their insurance card scanned into their electronic chart. If there are no insurance cards in EPF, or they don't match, remember to copy them and send them to get scanned!



## S.T.A.R.

*Striving Together, Achieving Results*

Please join the STAR Review Committee in congratulating **Mary Smith** of Central Admissions for being selected as the April STAR.

A peer who submitted her nomination mentioned several reasons why Mary Smith deserves to be this month's STAR recipient. One of the reasons included Mary's "very big heart," which is reflected in her everyday interactions with all those around her, "She has nothing but kind words to say and she makes me laugh and smile on my worse days."

Congratulations Mary Smith! And thank you for sharing your wonderful, positive attitude with UAMS.

\*\*You can find a copy of the nomination form at <http://www.uams.edu/rist/>

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**Congratulations Access Personnel on a great year in 2002! This is your week to celebrate your successes and learn something new at the same time. Access Week is all about YOU!**



We are kicking off the week with our second annual **Access Fair**. It will be held on **Tuesday April 1<sup>st</sup> from 8am – 4pm in the Jeff Banks Student Union**. This is a walk through event and you will be asked to complete a questionnaire for CEU credit. This year, we have invited representatives to staff the tables and answer your questions. Here just a few examples of those attending:

- ❖ The Arkansas Foundation for Medical Care
- ❖ Arkansas Breast Care
- ❖ The AR Attorney General's Office (Crime Victim Assistance)
- ❖ Connect Care
- ❖ EDS
- ❖ MCPG and PBS
- ❖ UAMS Clinical Information Systems
- ❖ UAMS Staff Education
- ❖ Arkansas Healthcare Access Management (ARKHAM)
- ❖ Business Development and Managed Care
- ❖ Central Arkansas Professional Coders
- ❖ The UAMS Electronic Patient Folder System (EPF)
- ❖ The UAMS Clinical Computer Training Center
- ❖ And More! Including the ever-popular Battle of the Sexes Booth!

### **Why should I go to the fair?**

- ❖ Networking
- ❖ Lots of educational information
- ❖ Opportunity to ask questions
- ❖ It counts as an in-service
- ❖ Recognition
- ❖ Games and Prizes

Access Week continues with the STAR Luncheon on Thursday and a Reception on Friday. Stay Tuned for more details!

Congratulations on a great year and see you at the fair!

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# ATTENTION CHAA & CHAMs

## The Next Arkansas Association of Healthcare Access Managers (ARKHAM) meeting will take place here at UAMS!

We will meet in the Hospital Boardroom on April 17<sup>th</sup> from 8:30AM to 3:00PM. This is an excellent opportunity to network with other access personnel around the state. Guest speakers include Barbie Brunner from Patient Education and Karen Lamoreaux from the Revenue Integrity Team. Talk with your managers about attending.

ARKHAM is the state chapter of NAHAM or National Association of Health Access Management. They are a professional organization dedicated to excellence in patient access services and sponsor certifications like CHAA and CHAM. ARKHAM provides timely, accessible, and meaningful educational and networking opportunities, and promotes the development of quality leadership.

Registration is open to everyone, you do not have to be a certified CHAA or CHAM to be a member of ARKHAM- or to attend the meetings. The registration fee is \$25.00 and annual membership dues are \$50.00 per year. Lunch and refreshments will be available. To attend simply complete the registration form included with this issue of the Registration Alert- and send it to Beverly Pullen- instructions on how to do so are at the bottom of the form.

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## In-Service Etiquette

**It is time for a reminder on presentation etiquette! Please remember the following professional behaviors when attending an RIS In-Service or any other formal presentation:**

- ❖ Arrive on time
- ❖ Remain attentive
- ❖ Do not talk while a speaker is presenting (*be mindful of the noise level in the hallway*)
- ❖ Turn all cell phones and pagers on silent
- ❖ Clean up your sitting area and put desk tops back in place

**The following guidelines will be in place effective April 2003:**

1. **Drinks and snacks will be served before the in-service and discontinued when the in-service begins.** If you would like refreshments please come a few minutes earlier.
2. **Every RIS In-Service will start on time.** On the second day of our March In-Service, 38% percent of the participants were tardy. We have received complaints that the presentations are not starting/ending on time, therefore, we will no longer wait for late arrivals to sign in.
3. In addition, some are arriving long after the start of the presentation and still receiving credit for it. Please arrive a few minutes before the scheduled time, to allow time to sign in and find a seat. **All those that arrive 10 minutes late or more will be permitted to attend but will not be able to sign in and receive credit.**
4. Please write your SSN or SAP number on the sign-in sheet. These numbers are used to find you in Training Tracker so that you may receive CEU credits for attendance. If you feel uncomfortable writing your SSN, you can find your SAP number listed on your paycheck stub; it's labeled as Pers. No. right under your name. The sign-in sheets are not left unattended so no unauthorized people have access to information on sign-in sheets. **Sign-ins without an SSN or SAP number will not be entered.**

The monthly in-services are still mandatory and all access personnel are responsible for the material presented, especially if audited. Please do your best to attend each month in order to keep up with the many changes in our field of work. If you are not able to attend, it is your responsibility to contact a Revenue Integrity Specialist and obtain the needed information.

Thanks in advance for your cooperation and understanding.

\*\*\* Print this page and fax it to Beverli Pullen, fax info is at the bottom of the page. If you have any questions or do not have access to a printer please e-mail me ( Ickekyliej ) and we will get a copy!

ARKANSAS HEALTHCARE ACCESS MANAGERS  
MEETING REGISTRATION FORM  
APRIL 17, 2003

The following personnel will be attending the meeting:

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

FACILITY: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

FACILITY: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

Please e-mail back to Beverli Pullen at [bapullen@baptist-health.org](mailto:bapullen@baptist-health.org) or fax to 501-202-3465. If you have questions or suggestions, please do not hesitate to call me @ 501-202-3401.

Thank you,  
Beverli Pullen, Secretary/Treasurer